



Journey toward STAARS

Inspiration to Innovation
South Shore Hospital's Story

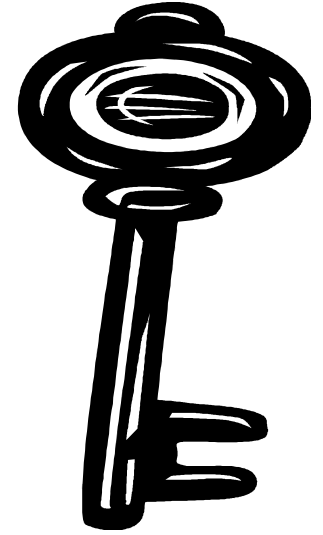
Engaging Patients and Families

Guiding Principles:

- * Patients and Families are the “Core” of South Shore Hospital’s practice model.
- * There is nothing more important than our patients, families and community of care partners.
- * As a member of the STARR initiative we discovered an opportunity to utilize the small test of change to further engage and strengthen our model



Communication is Key



Strategies:

1. Recruit patients to join the team
2. Created the role of the “Care Plan Partner” and developed an education brochure
3. Re-design our white boards as the communication focal point
4. Created an educational video for providers

The Communication Center



**South Shore
Hospital**

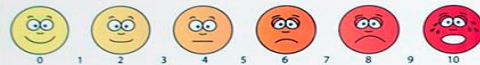
WELCOME TO:

Pratt 5 501A
781-624 - 5280

Nurse: Brooke
Nurse's Phone Number: x3739
Nursing Assistant: Alisha x6612

Anticipated Discharge Date: 1/27/11
Time: 9-10 AM
Hospitalist / Physician: Amirtharaj
Case Manager: Jocelyn / Stacey x3432
Care Plan Partner: Sheila - Daughter
x3067
781-555-5555

Pain Scale:



Anticipated Discharge Goal:

Home w / Service Yes No

Rehab: Short term Rehab.

Your Plan for the Day:

Diuresis + Rest
Walk in hall x 3

Your Testing for the Day:

AM Labs
ECHO
Chest xray

Patient / Family Communication:

Your Activity

- Bed Rest
 Out of Bed - Chair / Commode
 Bathroom
 Walked in Hall assist
 Other

Your Diet

Type: Cardiac
Nothing to Eat or Drink
Start: _____
Reason: _____

Caution

- No Blood Pressure / Blood Draws or Intravenous Therapy
 Left Arm - Lymphectomy
 Right
 Other

Assistance Device Used

- Walker
 Crutches
 Cane
 Overhead Lift

Caregiver Notes

- ① What places are you having see my mother?
- ② how long will she be there?



The Care Plan Partner

Who is Your Care Plan Partner?

You will be asked to tell us who your Care Plan Partner is. Your Care Plan Partner may be a:

- Family
- Friend
- Neighbor
- Significant Other
- Partner

A Care Plan Partner is the person you have asked to assist you during and after your visits to South Shore Hospital.

Your Care Plan Partner may or may not be your Health Care Proxy (the person you have named to make medical decisions for you in the event you are unable to communicate your wishes).

A Care Plan Partner can help to improve your health care experience. Involving a Care Plan Partner also may prevent hospital re-admission by providing you with the necessary support you need after discharge.

It is highly recommended that every patient receiving medical care have a Care Plan Partner.

(over)



**South Shore
Hospital**

55 Fogg Road
South Weymouth
Massachusetts
02195-0455
(781) 826-6000

- A Care Plan Partner is a person identified as a resource for meeting the needs of the patient in and out of the hospital.
- The Care Plan Partner can be valuable in assisting with medical information, appointments, and everyday activities during and after your hospital stay.
- The Care Plan Partner is involved in patient teaching and education for your particular needs.
- If you do not have a Care Plan Partner, let us know and our Case Managers will assist you.

To determine who would be your Care Plan Partner, consider:

- Who would help you with your day to day healthcare needs and concerns?
- Who would you call if you were not feeling well or needed to be driven to a doctor office?
- Who would you ask to get prescriptions or groceries?
- Who would you be comfortable sharing your healthcare information with to assist in your care?

Please visit southshorehospital.org to learn more about our programs and services.

101766234621001



STAIRWAY TO STAARDOM



Being members of the STAAR Initiative resulted in:

Innovation

Creation

Evidence-based change

Collaborative communication